

New Hampshire Attorney General's Office
Consumer Protection & Antitrust Division
SECURITY BREACH NOTIFICATION
33 Capitol Street
Concord, NH 03301

Re: Security Incident

Dear Sir or Madam,

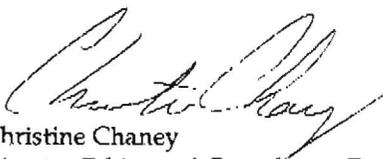
We are writing to notify you about a recent information security incident. Sometime between 12/31/2008 and 1/02/2009, a laptop containing personal information was stolen from one of our offices. The theft was discovered on 01/02/2009. The personal information stored on the laptop included the name and social security number of 2 residents of the state of New Hampshire.

While we have no indication at this time that the personal information has been or will be misused. We are strengthening our already tight security measures to provide greater protection for the information we maintain in order to minimize future risks. The local police department is investigating this incident and we are cooperating fully with this investigation.

In accordance with applicable state laws, individual consumers will be provided with the requisite written notification. Affected individuals are also being provided with the contact information for all three major nationwide consumer reporting agencies. The affected individuals are also being notified of their rights to free credit reports and credit monitoring provided by Continental. In each notification letter, the affected consumers are being given the contact information for Equifax, Experian and TransUnion.

We will be sending out written notifications through the U.S. mail to affected individuals during the week of January 12th. If you have any questions regarding this incident, please contact [REDACTED] at [REDACTED].

Sincerely,



Christine Chaney
Director Ethics and Compliance Program



Secure Processing Center | 600 Satellite Blvd | Suwanee, GA 30024

URGENT — Please Open Immediately.

<FirstName> <MiddleInitial> <LastName> <Suffix>
<Address> (Line 1)
<Address> (Line 2)
<City> <State> <Zip>
<POSTNET BARCODE>



<FirstName> <MiddleInitial> <LastName> <Suffix>
Membership Number: <Membership Number>

Member Services: 1 800-XXX XXXX
9:00 a.m. to 6:00 p.m. (Eastern Time), Monday through Friday
If you have questions or feel you may have an identity theft issue,
please call ID TheftSmart member services.

<Date (Month Day, Year)>

Dear <FirstName> <MiddleInitial> <LastName> <Suffix>,

Continental Airlines is committed to protecting the privacy and security of personal data collected from co-workers, vendors and new hire candidates. Unfortunately, sometime between December 31 and January 2, 2009, a Continental laptop computer was stolen from a locked Newark office. This laptop was used for certain background checks, and it contained confidential data files on 230 individuals. Your name, Social Security number, fingerprint images, date of birth, address and other information may have been on the stolen computer.

Although we have no reason to believe at this time that the information on the laptop has been improperly accessed or misused, we want to make you aware of the incident and the steps that we have already taken to try to prevent potential identity fraud aimed at those whose data is on the stolen laptop. A police report has been filed with the Port Authority police, and Continental's Corporate Security Department is working closely with the law enforcement investigation. We're committed to doing everything possible to recover the stolen property and to minimize the impact of this unfortunate situation.

In order to safeguard you from the potential damage that could result from this incident, we have engaged Kroll Inc., the world's leading risk consulting company, to advise you and to provide you with its ID TheftSmart™ service for 12 months at no cost to you. This service includes:

- › **Continuous Credit Monitoring.** Monitoring alerts make you aware of key changes, using data from *all three* major national credit repositories, in your credit file that could indicate the kind of unauthorized activity commonly associated with identity theft and fraud.
- › **Current Credit Report.** You now have access to an up-to-date credit report from Experian. If you suspect fraudulent activity, please call the Kroll team.
- › **Enhanced Identity Theft Restoration.** Licensed Investigators who truly understand the problems surrounding identity theft will help restore your name and credit if either should be affected by this incident. The investigators do most of the work.

For online credit monitoring services, submit an online authorization at www.idintegrity.com. If you prefer to receive credit services through the mail, please fill out and return the enclosed *Consumer Credit Report and Credit Monitoring Authorization Form*.

ID TheftSmart is one of the most comprehensive programs available to help protect against identity theft. We urge you to take the time to read and act on the safeguards now available to you and to remain vigilant for incidents of identity theft by regularly reviewing and monitoring your account statements and credit reports. The attached reference guide provides general information about protecting yourself from identity fraud.

If you have questions, or believe you may have an identity theft issue, please call ID TheftSmart member services at 1-800-XXX-XXXX between 9:00 a.m. and 6:00 p.m. (Eastern Time), Monday through Friday.

Please know that we recognize and understand how important your privacy is. We are truly sorry that your personal information may have been compromised due to the theft and are currently evaluating steps we can take to prevent any similar occurrence in the future.

Thank you for your understanding and patience.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robin E. Curtis". The signature is stylized with a large initial "R" and "C".

Robin E. Curtis
Staff Vice President, Human Resources

U.S. State Notification Requirements

For residents of Hawaii, Iowa, Maryland, Michigan, North Carolina, Oregon, Vermont, Virginia, West Virginia, and Wyoming:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 740241
Atlanta, Georgia 30348
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834-6790
1-877-322-8228
www.transunion.com

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland:

You can obtain information from the Maryland Office of the Attorney General and the Federal Trade Commission about steps you can take to avoid identity theft.

Maryland Office of the Attorney General

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft/

For residents of Massachusetts and West Virginia:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

Security Freeze or Fraud Alert

You may wish to place a fraud alert or security freeze on your credit file. A fraud alert helps protect you against the possibility of identity theft by alerting a merchant seeking the credit history of someone applying for a new account that the applicant may be the victim of identity theft. A security freeze will generally prevent creditors from accessing your credit file at the three national credit reporting agencies without your consent. You can request a fraud alert or place a security freeze by contacting the three credit reporting agencies below:

Equifax

PO Box 740241
Atlanta, GA 30374-0241
800-525-6285
www.equifax.com

Experian

PO Box 9532
Allen, Texas 75013
888-397-3742
www.experian.com

TransUnion

Fraud Victim Assistance Div.
PO Box 6790
Fullerton, CA 92834-6790
800-680-7289
www.transunion.com

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.